

YOUR RIGHTS

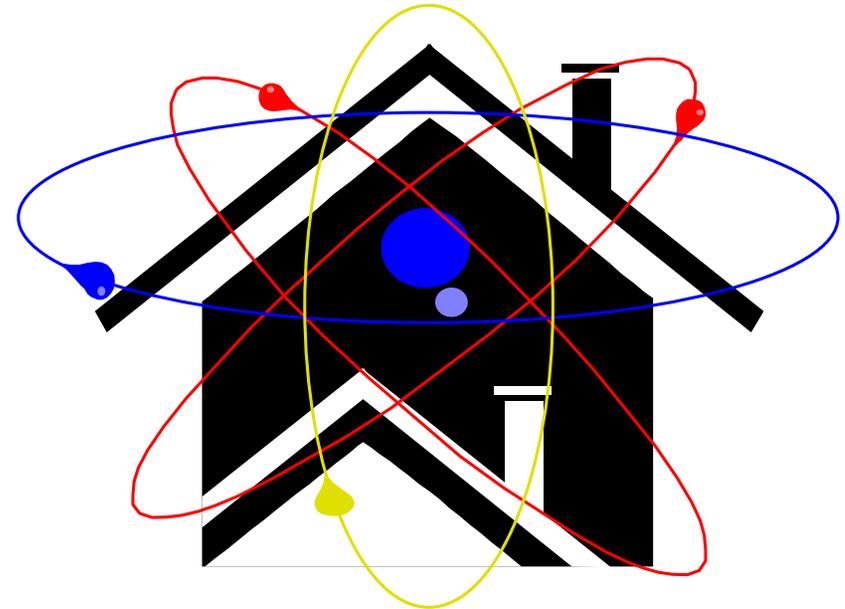
Applicants and recipients are protected against discrimination on the grounds of race, color, or national origin by Title VI of the Civil Rights Act of 1964. You may appeal such discrimination.

FOR MORE INFORMATION

To get more information about the Low Income Energy Assistance Program or the Crisis Intervention Program, **contact the county department of social services where you live.** For the telephone number of your county department of social services, call DHHS Customer Support; toll free at 1-800-662-7030 (TDD/Voice), Monday through Friday, 8:00 a.m. – 5:00 p.m.

“The N.C. Department of Health and Human Services does not discriminate on the basis of race, color, national origin, sex, religion, age, or disability in employment or the provision of services.”

NORTH CAROLINA'S ENERGY PROGRAMS



NORTH CAROLINA'S LOW INCOME ENERGY ASSISTANCE PROGRAM (LIEAP)

WHAT IS IT? The Low Income Energy Assistance Program gives families a one-time vendor payment to help pay their **heating** bills.

WHO MIGHT BE ELIGIBLE?

Families that meet all of the following:

1. Household **must** meet an income test.
2. Household **must** be responsible for its heating bills.
3. Household **cannot** have resources over \$2,250.
4. The household **must** include a U.S. citizen or an eligible alien.
5. Priority in eligibility is given to disabled persons receiving services through the Division of Aging and Adult Services or households containing a person age 60 and above from December 1st through December 31st.

WHERE TO APPLY

Contact your local county department of social services where you live to find out how and where to apply. Please take the following information to apply:

1. Household's income. If anyone works, provide wage stubs for the month prior to the month you apply.
2. Information about your household's savings accounts or checking accounts.
3. Name, date of birth, and social security numbers of each household member.

WHEN TO APPLY

Applications period begins December 1st. Only households with a person who is receiving services through the Division of Aging and Adult Services or households containing a person age 60 and above are potentially eligible from December 1st through December 31st or until funds are exhausted. Applications on all households will be taken from January 1st through March 31st or until funds are exhausted.

CRISIS INTERVENTION PROGRAM (CIP)

WHAT IS IT?

The Crisis Intervention Program provides financial help to households that are in a **heating or cooling-related** emergency.

WHO MIGHT BE ELIGIBLE?

1. Household **must** meet an income test.
2. Household **must** be in a heating or cooling-related emergency.
3. Household **must** include a U.S. citizen or an eligible alien.

WHERE TO APPLY

Contact the county department of social services where you live to find out where to apply.

HEARINGS

If a household is denied payment, a hearing can be requested. To request a hearing, contact the County Department of Social Services in person, by telephone, or in writing.

PENALTY FOR FRAUD

Fraud is committed when a household knowingly gives incorrect or misleading information so the household will be eligible for energy assistance. The penalty for fraud is a fine and imprisonment and/or requirement to repay the money.

UTILITIES COMMISSION MORATORIUM

If a household is served by a **regulated electric or natural gas company**, service **cannot be discontinued until** the customer receives a written notice. In addition, service **cannot** be stopped from November through March for a household who:

1. Cannot pay its utility bill; and
2. Has a member who is **elderly** (65 years of age or older) or **disabled**; and
3. Has been certified as eligible for the **Low Income Energy Assistance Program**.

(Proper forms must be completed and submitted to the Energy Vendor)